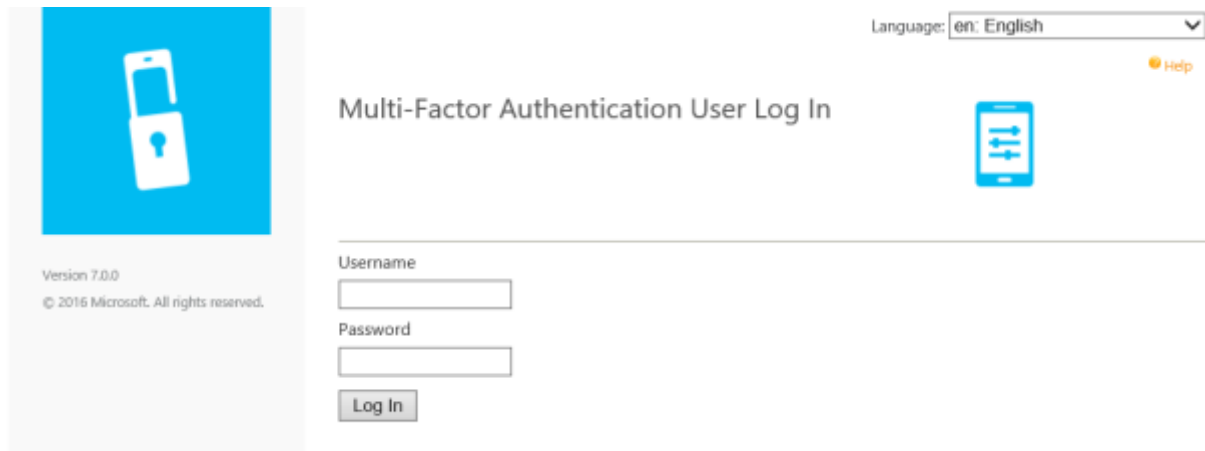


Instructions for Multi-Factor Authentication User Log In

These instructions will walk you through the Multi-Factor Authentication enrollment and how to use the user portal.

After you receive your Multi-Factor enrollment email, please access the Multi-Factor user portal at <https://pfp.iot.in.gov/>. Login with your username, in the form of your Indiana State Government email address, and your network password. Then follow the instructions for enrolling your phone and answering your security questions.

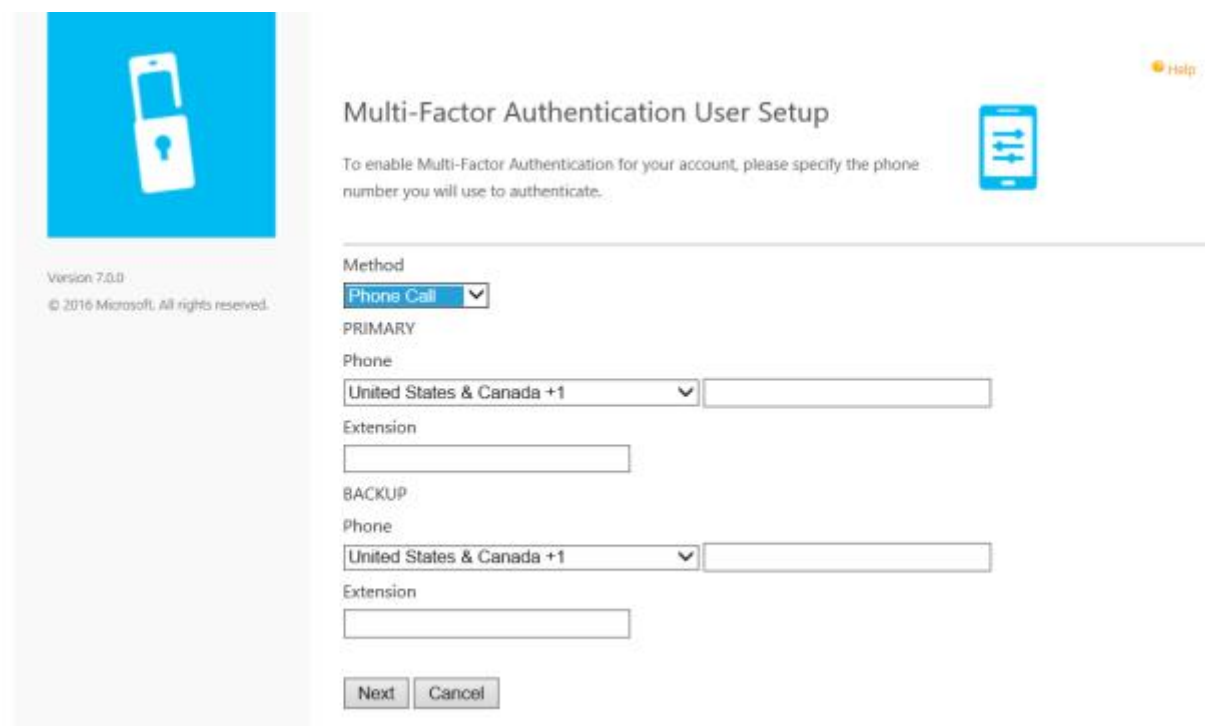


This screenshot shows the login interface. On the left is a blue sidebar with a white smartphone icon and text: "Version 7.0.0" and "© 2016 Microsoft. All rights reserved.". The main area has a title "Multi-Factor Authentication User Log In" and a blue smartphone icon. At the top right, there is a language dropdown set to "en: English" and a "Help" link. The login form includes fields for "Username" and "Password", and a "Log In" button.

Enrolling your phone in Multi-Factor

By selecting "Phone Call" from the dropdown menu, you will be prompted to enter your Multi-Factor phone number(s). Please use a phone number that you always keep with you as your primary number. A secondary phone number is optional.

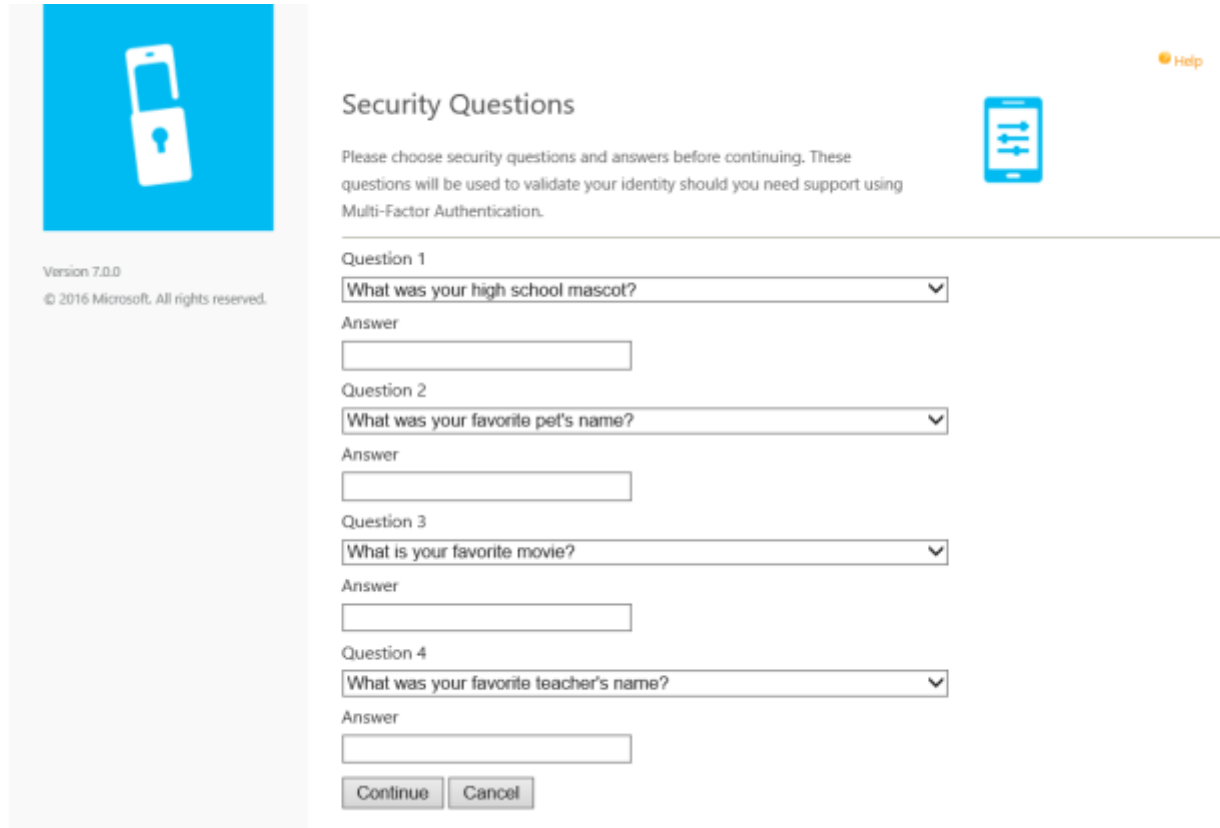
After you have at least entered a primary phone number click the "Next" button.



This screenshot shows the setup interface. The sidebar is identical to the login page. The main area has a title "Multi-Factor Authentication User Setup" and a blue smartphone icon. Below the title is a message: "To enable Multi-Factor Authentication for your account, please specify the phone number you will use to authenticate." The setup form includes a "Method" dropdown set to "Phone Call". Under the "PRIMARY" section, there are fields for "Phone" (a dropdown set to "United States & Canada +1" followed by a text box) and "Extension" (a text box). A similar section exists for a "BACKUP" phone. At the bottom are "Next" and "Cancel" buttons.

NOTE: This call will be used when you attempt to make a remote access connection. **If you are not attempting to make a connection when you receive a Multi-Factor call, decline the request and call the IOT Helpdesk immediately**

After you have authenticated please choose and answer four security questions



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Security Questions

Please choose security questions and answers before continuing. These questions will be used to validate your identity should you need support using Multi-Factor Authentication.

Question 1
What was your high school mascot?
Answer

Question 2
What was your favorite pet's name?
Answer

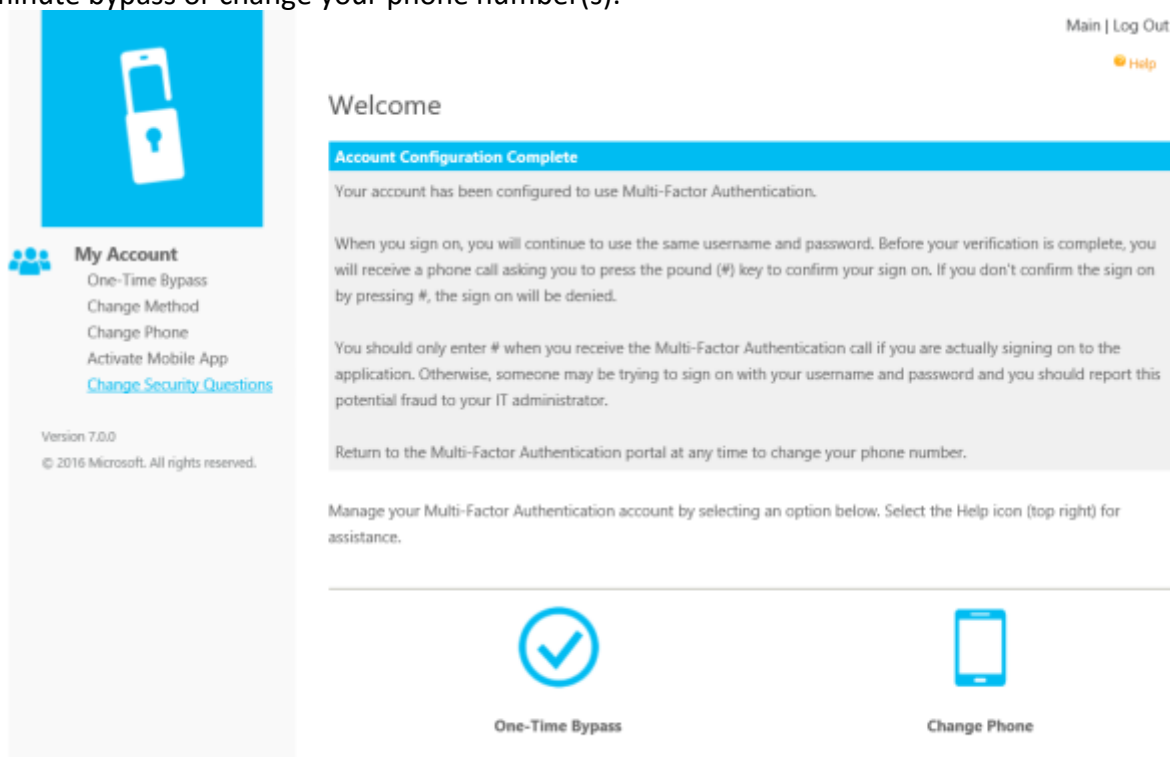
Question 3
What is your favorite movie?
Answer

Question 4
What was your favorite teacher's name?
Answer

Continue Cancel

Once you have answered all four security questions click the “Continue” button.

Your enrollment is complete. Your user portal account allows you to request a one-time five minute bypass or change your phone number(s).



Main | Log Out
Help

Welcome

Account Configuration Complete

Your account has been configured to use Multi-Factor Authentication.

When you sign on, you will continue to use the same username and password. Before your verification is complete, you will receive a phone call asking you to press the pound (#) key to confirm your sign on. If you don't confirm the sign on by pressing #, the sign on will be denied.

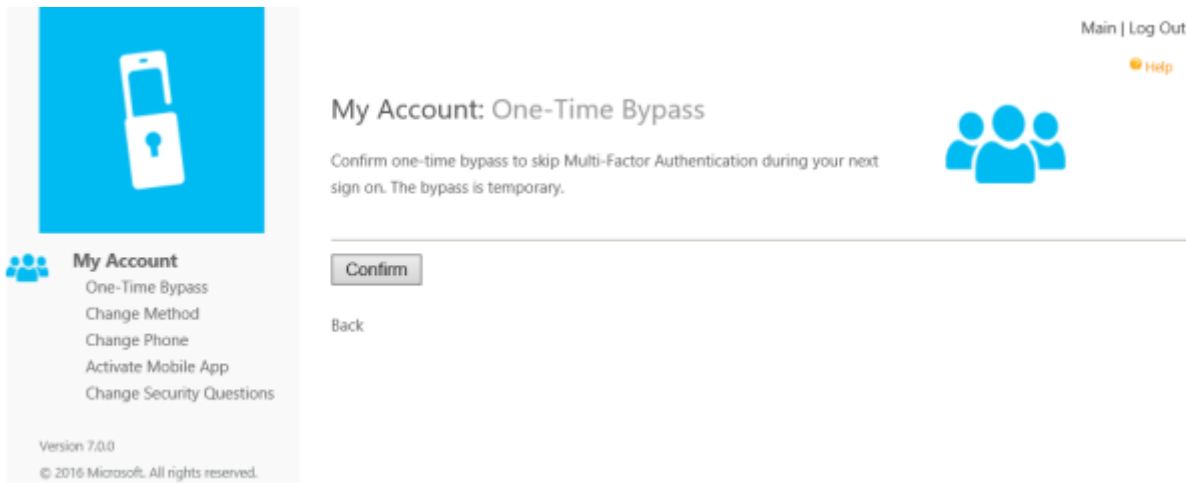
You should only enter # when you receive the Multi-Factor Authentication call if you are actually signing on to the application. Otherwise, someone may be trying to sign on with your username and password and you should report this potential fraud to your IT administrator.

Return to the Multi-Factor Authentication portal at any time to change your phone number.

Manage your Multi-Factor Authentication account by selecting an option below. Select the Help icon (top right) for assistance.

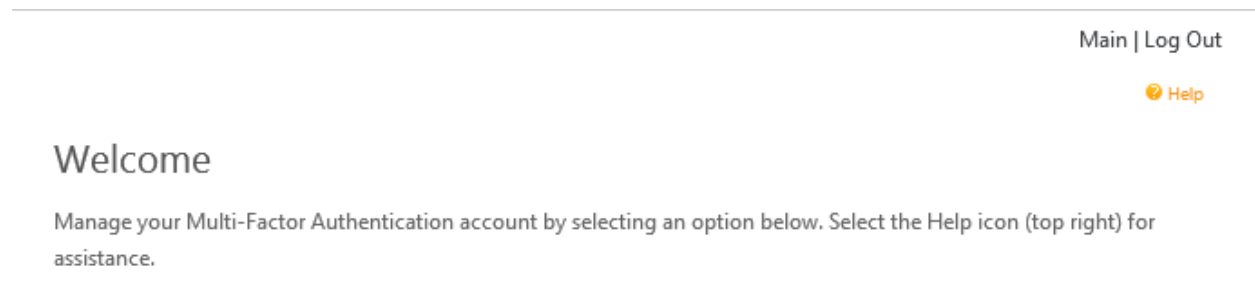
One-Time Bypass Change Phone

To request a One-Time bypass, click “One-Time Bypass” link, shown in the picture above, and the click “Confirm”



To change your phone number(s), click the “Change Phone” link and repeat the process for enrolling a new phone number.

Be sure to click “Log Out”, located in the top right corner, when you are finished with your user portal session.



End of instructions